

Uninstalling and Reinstalling Citrix Online Plug-in for Windows 7

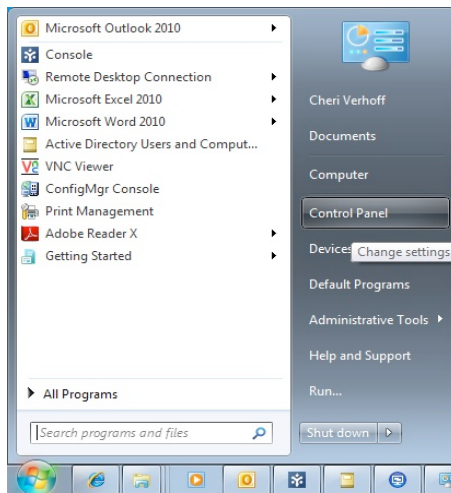
Disclaimer: These instructions are provided to help you access LMHS Gateway. Doing these steps will make changes to your device. Lima Memorial Health System will not be liable for any issues that you may experience on your device by following these steps.

1. If you have any issues with accessing LMHS Gateway. Uninstall Citrix Online Plug-in from Control Panel.

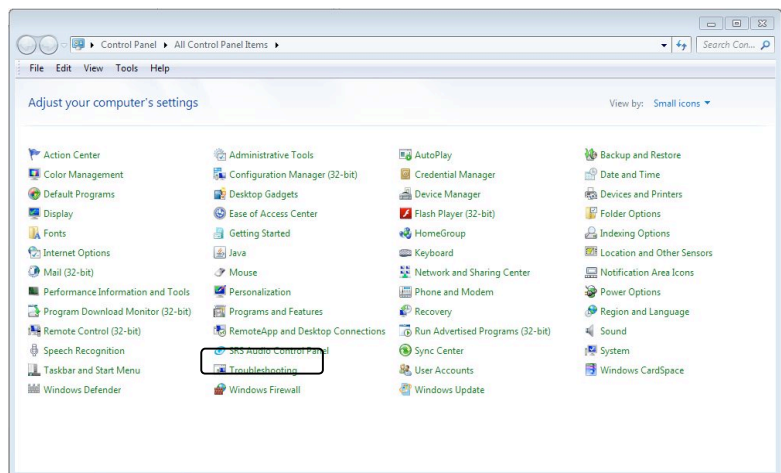
2. Click on the Start Button.



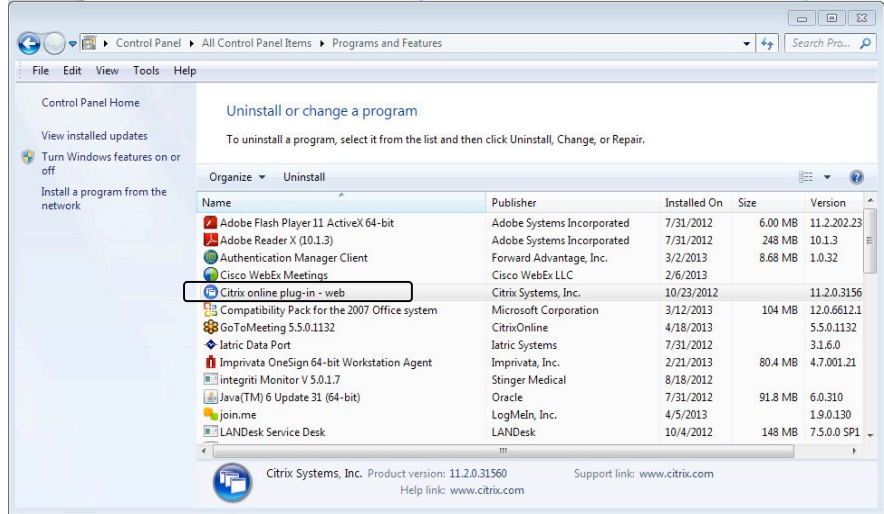
3. Click on the Control Panel.



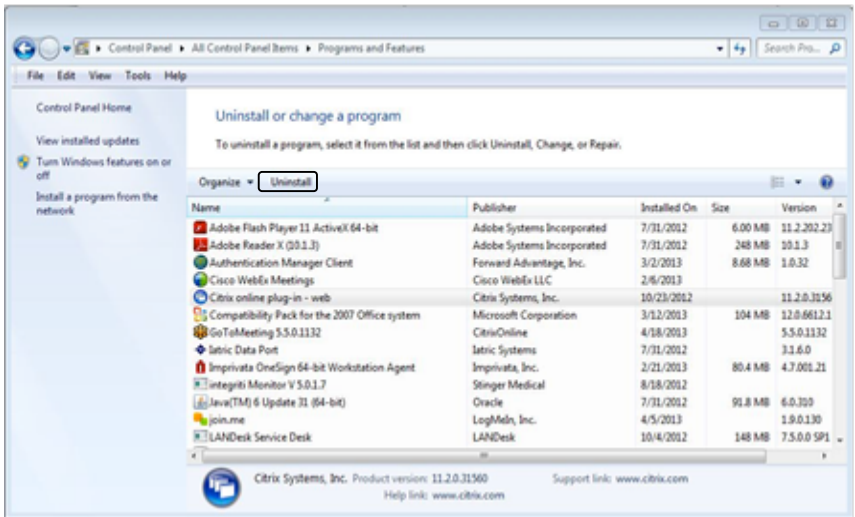
4. Click on Programs and Features



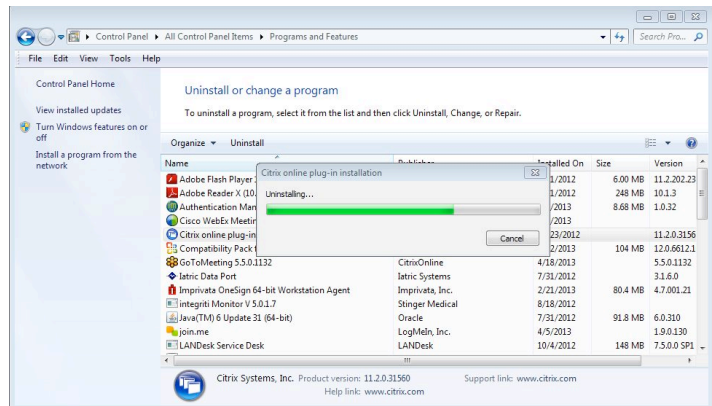
5. Click and highlight the Citrix online plug-in – web.



6. Click on the Uninstall

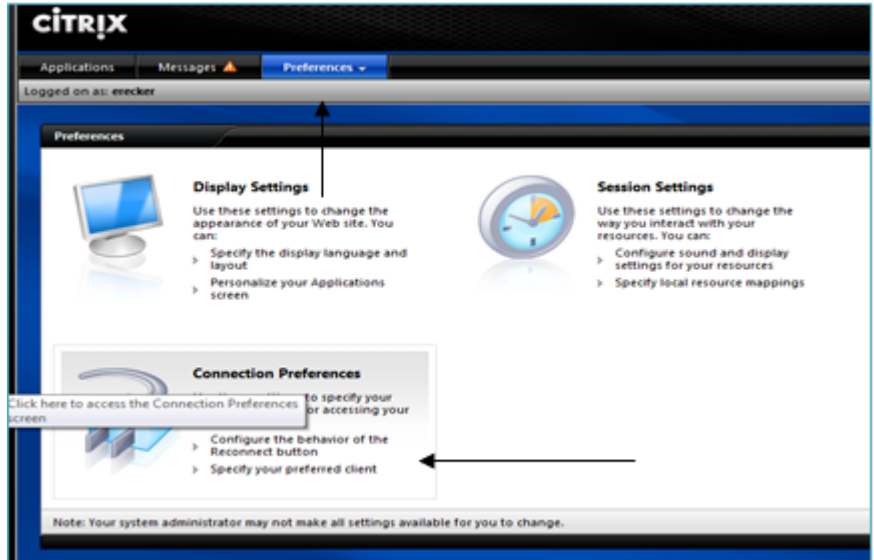


7. The Citrix plug-in will automatically be removed from your device.

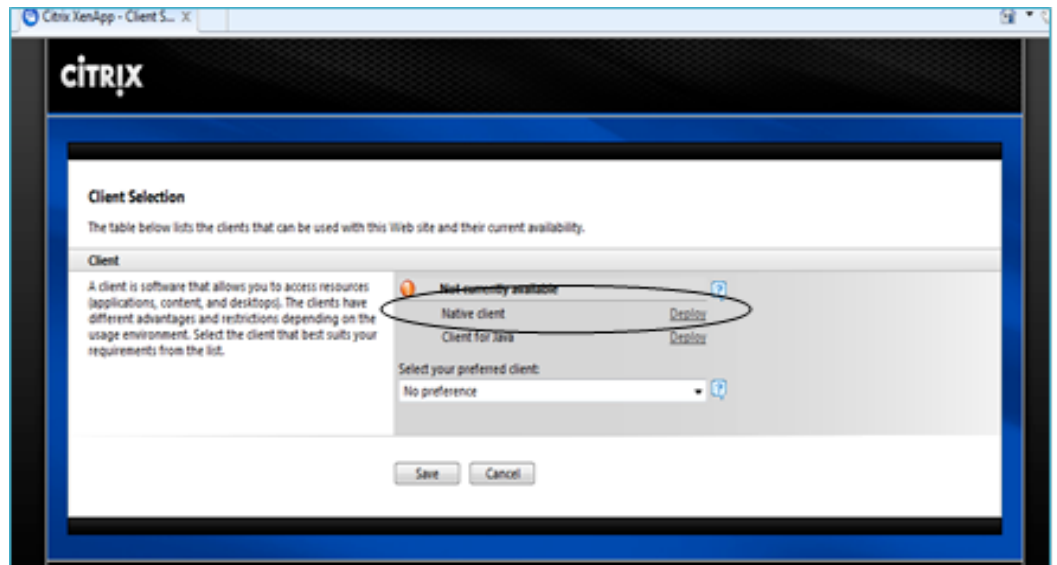


8. To Reinstall Citrix Plug-in. Sign back on to the Citrix Gateway and Log In.

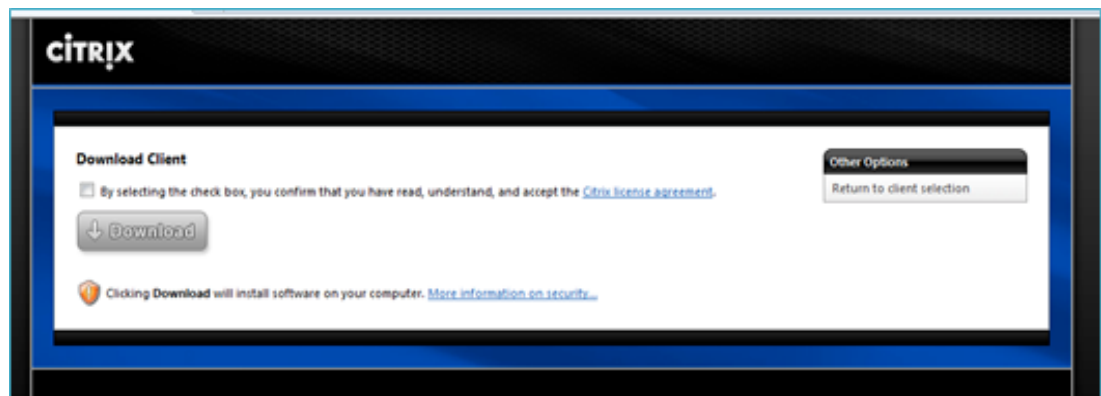
Click on Preference and then select Connection Preferences.



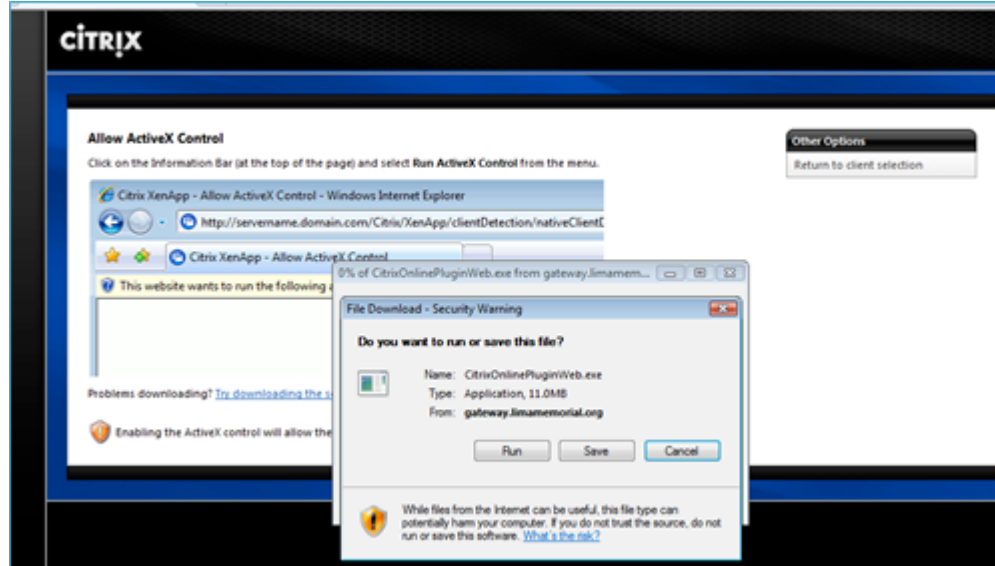
9. Click on Deploy next to Native Client.



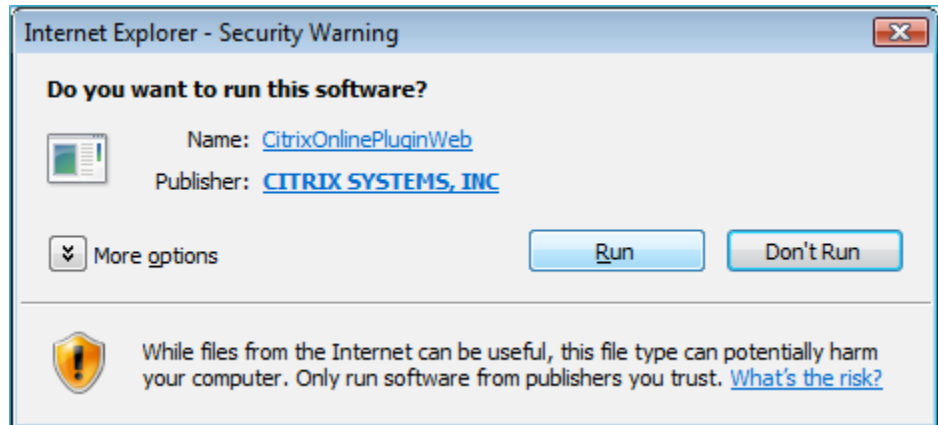
10. Click Download



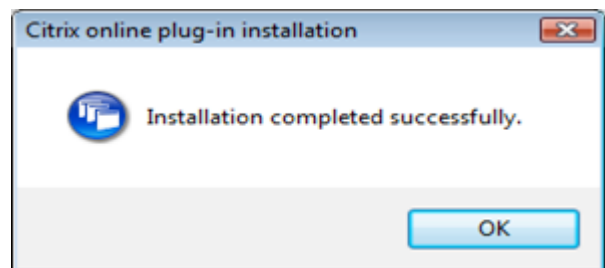
11. Click Save
(select destination
you would like to
save to – examples
– Desktop, C:\ etc.)



12. Click Run



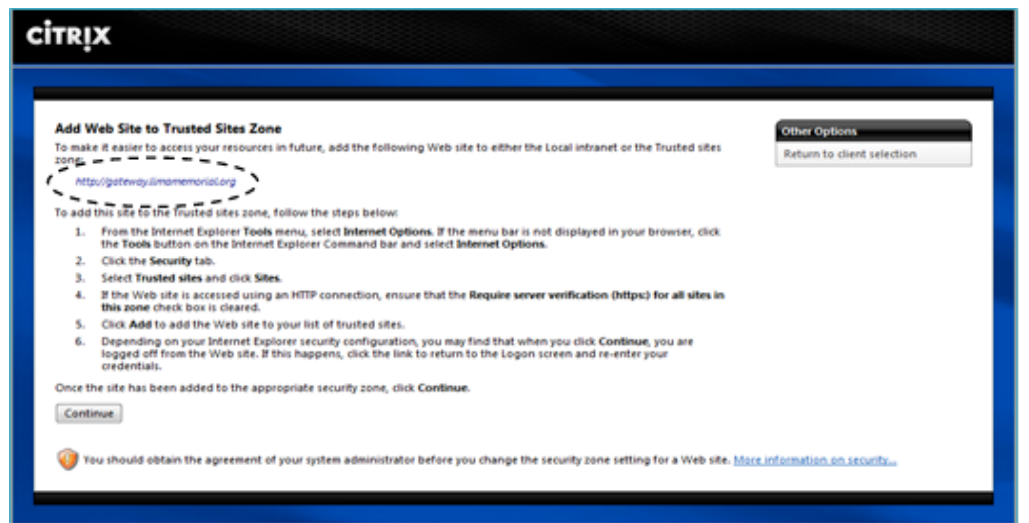
13. You will then get a prompt letting you know
installation was completed successfully. Click OK.



14. You may have to click on the configure link and add the site to the trusted site zone.



15. This will be the direction for adding the <http://gateway.limamemorial.org> to the trusted site zone of your Internet Explorer settings.



16. Select your preferred client by clicking the black down triangle and selecting the native client and click Save.

